

**PERSONAL SWITCHBOARD SYSTEM AND METHOD****Abstract of the Disclosure**

- 5           A system and method for routing a communication originally directed to an original destination to a secondary destination. The original destination and the secondary destination are each one of a voice communication phone number, a fax communication phone number, and an e-mail address. User profile information provided by a user is received and stored. The user profile information identifies the secondary destination. The user profile
- 10 information includes routing information associating the original destination with the secondary destination. A communication originally directed to the original destination is converted into a format compatible with the identified secondary destination. The converted communication is routed to the secondary destination based on the user profile information.